

Outreach Worker

Aunt Leah's House provides safe, supported housing for pregnant and parenting teen moms currently in government care. Here, young women can prepare for their delivery, learn parenting skills and bond with their new babies in a safe and supportive environment. Each mom receives services tailored to their individual abilities and needs.

We have an immediate opportunity for a full time regular Outreach Worker to join our team at Aunt Leah's House.

Job Summary: Primarily works in a one-to-one capacity assisting women and their families at Aunt Leah's House, by supporting them on their journey to self-sufficiency to prevent children in care from becoming homeless and mothers in need from losing custody of their children.

Reports To: Aunt Leah's House Supervisor

Qualifications:

- Post-secondary or equivalent with a minimum of 1 year experience in providing support to moms/babies or a relevant combination of education and experience combined with general suitability
- Previous Leadership Experience

Skills and Knowledge:

- Communication (Both verbal & written)
- Ability to follow and implement program policies and procedures
- Interpersonal Abilities & Team Work Skills
- Multicultural/sensitivity/Awareness (Cultural Competency)
- Problem-Solving/Reasoning/Creativity
- Crisis Management/Conflict resolution skills
- Ability to work independently
- Extensive knowledge of youth related issues and resources including housing, education/employment, mental health, addictions and trauma
- Analytical/Research
- Flexibility/Adaptability in managing multiple priorities
- Person Centered Approach
- Planning/Organizing & Budgeting Skills
- Advanced knowledge of Report Writing & Documentation
- Ability to teach and mentor life skills
- Computer/Technical Literacy
- Ability to work in a stressful environment
- Outcomes evaluations

Requirements:

- Undergo & maintain Criminal Record Check
- TB Test
- Complete Immunization Record
- Follows Aunt Leah's Practice Guidelines
- Other certification as required by individual programs
- Standard First Aid includes Baby Safe
- Food Safe
- Non-Violent Crisis Intervention
- Agrees to the Society's Code of Ethics
- Valid driver's license and must have access to a vehicle; Produce a clear Driver's Abstract; Proof of vehicle business insurance and \$5 million liability

Key Duties and Responsibilities:

1. Direct Care (One to one Support): Supports, encourages and challenges participants, through developing a trusting relationship. Key areas of supports are:

- Parenting Skills: (how to support their family in a healthy manner, ages and stages of child development, discipline vs. punishment, attachment, etc.)
- Job finding/keeping skills (job search, resume preparation, job interview preparation and presentation, completing application forms and job maintenance)
- Household maintenance skills (housing search, basic cooking skills, menu planning, house cleaning, laundry, personal hygiene, shopping, etc.)
- Financial management (opening bank accounts, Child Tax benefits, writing cheques, paying bills, budgeting, saving, obtaining social insurance numbers, paying rent, etc.)
- Interpersonal skills (developing and maintaining healthy relationships, conflict resolution, seeking assistance and support from friends and professionals as necessary, etc.)
- Health and personal habits (training and education in basic health care, development of responsible sexual practices, accessing additional services such as Mental Health/A&D Counseling)
- Leisure activities (learning in locating, using, developing and maintaining healthy ways to use recreational time)
- Education/vocational upgrading (assistance and support in obtaining appropriate training, participating with the youth in making contact with appropriate community resources)
- Cultural Connectivity (assistance and support around connecting with their Aboriginal Heritage and participating in the cultural practices of their home (or identified home) communities.

2. Direct Care:

- Ensures the safety and well-being of the residents
- Embraces the key principles of Motivational Interviewing and Persons Centered Approach.
- Ensures that house rules are followed and implemented in a consistent manner
- Meets standards as outlined in the Aunt Leah's manual
- Participates, supports and advocates for moms during their regular review meetings
- Supports moms in meeting care order requirements through MCFD
- Attend Doctor's appointments and other medical appointments
- Supports other activities/appointments outside of the house that are connected to the moms individual service plan goals
- Participates and supports the moms residing in the Thresholds Suite of Aunt Leah's House (2nd stage housing for moms who are transitioning out of Aunt Leah's House).
- Completes additional cleaning duties as directed by supervisor
- Recreational activities; asked to participate in annual overnight recreational trip
- Diffuses any crisis situations
- Participates in ongoing professional development and attends workshops and conferences when necessary
- Participate in the creation and implementation of participants individual service plan
- Provides transportation/assistance with transportation
- Involved with tracking outcomes measurement (e.g.: emergency drills, changes in demographics, changes in employment and education status)

2. Financial Responsibilities:

- Ensures that program expenses follow budget guidelines.

3. Health and Safety:

- Outreach Workers ensure that Aunt Leah's House is maintained to Society standards, according to the Aunt Leah's policies and procedures manual; by ensuring mom's environment is clean, safe and secure; conducting regular emergency drills with moms; checking safety devices weekly; ensuring that each mom is knowledgeable of fire exit routes.
- Participates in the annual review of Aunt Leah's Health and Safety Policy and Procedures.

4. Communication:

Internal:

- Communicates accurately and in writing that ensures seamless delivery of care between staff
- Completes report writing at professional standards (monthly reports, daily logs, critical & reportable reports)
- Ensures all written records are to court standards
- Regularly updates and informs Supervisor of activities
- Liaises and seeks direction from the On Call Supervisor in crisis situations
- Follow procedures and protocols for reporting Critical and Reportable Incidents and contacts the appropriate authorities
- Attend all team meetings and society meetings as directed by Supervisor

External:

- Communicates with family members and other professionals as required
- Researches community resources and makes information available to residents and other staff members

5. Confidentiality:

- All information about residents in the program is strictly confidential both internally and externally
- Ensures all written material is locked in the office and all phone calls regarding participants take place in the office
- Outreach Workers will follow Aunt Leah's Society Policies and Procedures and Aunt Leah's Code of Ethics (includes Child and Youth Care Association of BC Code of Ethics, Aunt Leah's Privacy Policy, BC Rights of Youth in care & United Nations Rights of the Child)

6. **Physical Demands:** This position requires some lifting of heavier objects.

7. **On Call:** Participates on call as scheduled and when on call, is able to support and attend when required.

8. Work Environment:

- The Aunt Leah's Program is a supportive housing program for at risk moms and babies.
- Work week is 37.5 hours (generally Monday to Friday) but flexibility around start and end time is required, and occasional weekends
- Averaging agreement

We offer: A great workplace that supports staff development and continuous learning, a comprehensive benefit package (after 6 months of continuous employment) that includes: dental, extended health care including vision care and prescription, personal time package after 3-month probation, employee discount at our Thrift Store, and RRSP contribution after one year.

Salary: Commensurate with qualifications.

How to apply:

If you meet the qualifications listed, and wish to work in a collaborative and supportive environment, please email your resume with a cover letter to: hr@auntleahs.org. You may also apply on our website at www.auntleahs.org. We thank all applicants in advance. Short listed applicants will be contacted for interview. This is an immediate vacancy and the posting will remain open until the position is filled.